

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
McIlwaine et al.)	
)	Art Unit: Unassigned
Serial No.: Filed Concurrently Herewith)	
)	Examiner: Unassigned
Filing Date: Unassigned)	
)	
Title: Method and System for Scheduled)	
Delivery of Training to Call Center)	
Agents)	

PRELIMINARY AMENDMENT

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

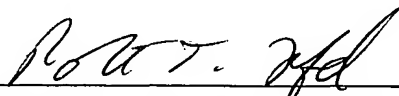
Please enter the following preliminary amendments as shown below.

AMENDMENT

In the Specification

Please add the following claim to priority at line 5 of page 1 of the application filed herewith.

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail with Express Mail No. EV 242821166 US addressed to: Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 24, 2003.


Robert T. Neufeld, Reg. No. 48,394

RELATED APPLICATION

The present application is a continuation of and claims priority to U.S. application entitled Method and System for Scheduled Delivery of Training to Call Center Agents, filed November 16, 1999, assigned Serial Number 09/442,207.

In the Drawings

Please replace the original drawings with the five sheets of formal drawings submitted herewith.

[This section intentionally left blank]